



## City of Tempe Police Department Crime Analysis Unit



# 2004 Tempe Police Department Citizen Survey

### INTRODUCTION

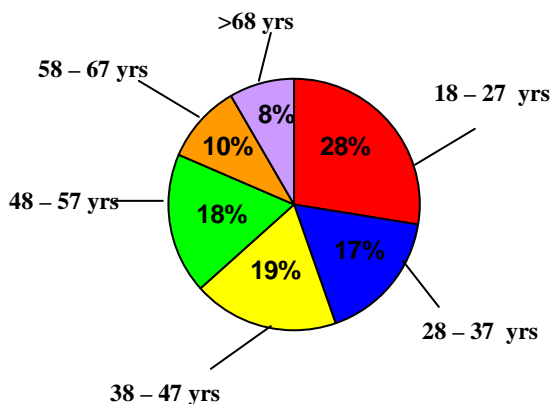
The Tempe Police Department Citizen Survey is a telephone survey of randomly selected Tempe residents. With help from Arizona State University student volunteers, the survey has been conducted annually since 1994. The Tempe Police Department Citizen Survey has been designed to assess the experiences and attitudes of the citizens of Tempe as they relate to police concerns including such issues as satisfaction with the Tempe Police Department, victimization and fear of crime, traffic safety, quality of life, community involvement and general crime concerns.

The data collection for the 2004 Tempe Police Department Citizen Survey occurred during a two-week period in the fall. Six thousand two hundred and forty phone calls were made to City of Tempe residents and 3,104 citizens were contacted that were eligible to participate in the survey (i.e., they had lived in Tempe for 6 months or more and they were 18 or older). Of those contacted, 971 citizens agreed to complete the survey (a response rate of 31%). In order to accommodate the City of Tempe residents who only spoke Spanish, the survey was translated into Spanish and native Spanish speaking volunteers administered the translated survey. There were 51 Spanish surveys administered accounting for a little over 5% of the total number of surveys administered.

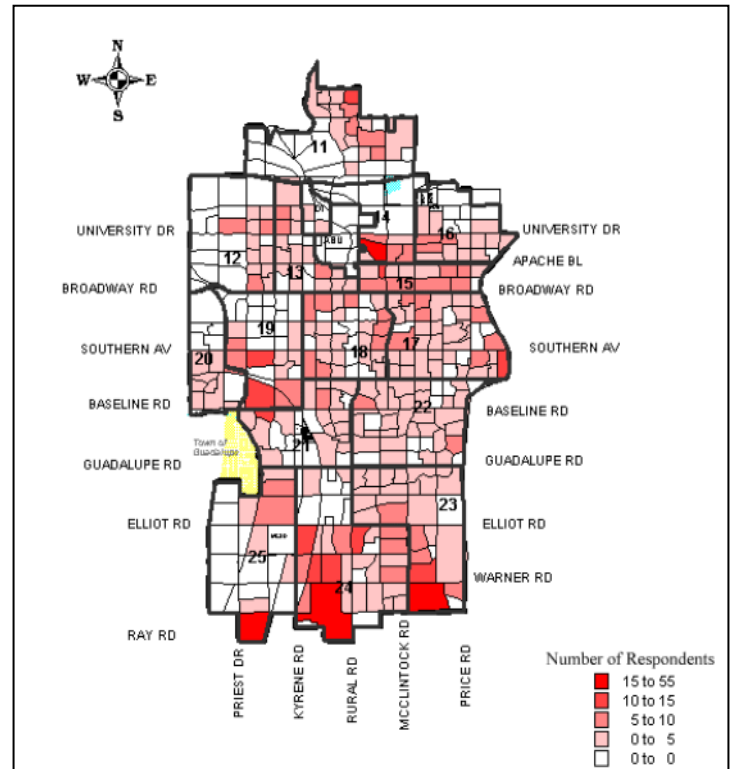
### DEMOGRAPHIC CHARACTERISTICS

Fifty-five percent of the survey respondents were women, 58% owned their home, 35% had children under the age of 18 living in their home, and 38% worked in Tempe. The largest portion of respondents were between 18 and 27 years of age although the average age of the citizens surveyed was forty-two (see the survey age distribution chart below). Although the average length of time that the survey respondents had lived in Tempe was twelve years, the mode (i.e., the most frequent response that survey respondents gave) was one year. The majority (72%) of the survey respondents were Caucasian, whereas 15% were of Hispanic or Latino origin, 4% were Asian, 3% were Black, 2% were Native American and 1% classified themselves as Other. The remainder of the survey respondents chose not to answer the question about their ethnicity. Only 20% of survey respondents reported being a student at a university, college or vocational school.

### AGE OF SURVEY RESPONDENTS

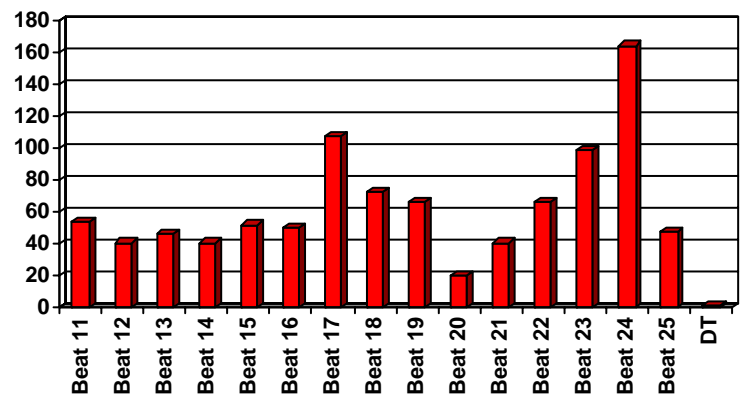


### THEMATIC MAP OF CITIZEN SURVEY RESPONDENTS



### GEOGRAPHIC CHARACTERISTICS

Each of the sixteen Tempe Police Department beats were represented by survey respondents. However, some beats were represented to a greater or lesser degree than others (see graph below). The police department uses Broadway road to divide Tempe into north and south segments. As can be seen by map above, the highest concentration of respondents was in south Tempe (70% of survey respondents lived in south Tempe). There are several probable reasons for this. South Tempe tends to be more residential, whereas north Tempe tends to be more industrial. Additionally, the 2000 U.S. Census data indicated the largest area of population growth in Tempe has been in the south.



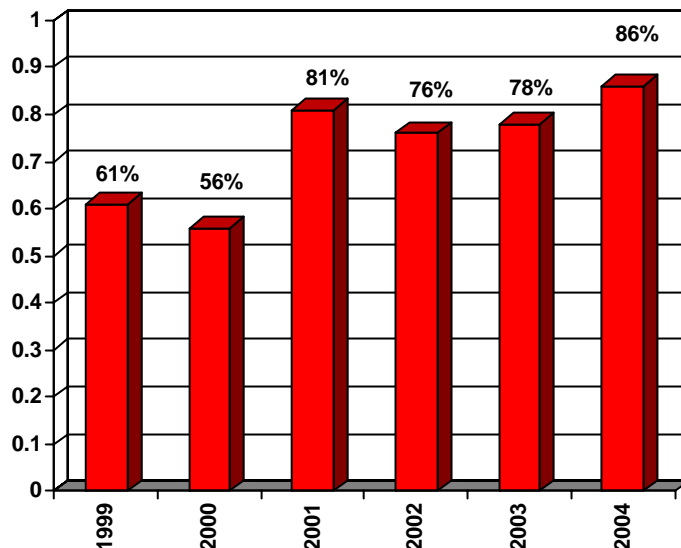
### **SATISFACTION WITH POLICE**

Seventy-four percent of respondents reported having had contact with a Tempe Police officer. The top three reasons for this contact included:

1. The citizen was a victim of a crime
2. A friendly meeting not related to any specific police matter
3. The citizen was in violation of the law

When asked to grade the officer(s) with whom they came into contact with regard to their professionalism, responsiveness, helpfulness, and respect, the majority of citizens gave the officer(s) an "A" (an average of 70% of citizens gave the officer(s) an A across the four questions). Eighty percent of the respondents said that the Tempe Police Department fairly enforces the law "some", "most", or "all" of the time and 72% said that the Tempe Police Department responds to citizens on an equal basis "some", "most", or "all" of the time. Moreover, 75% of respondents said that the amount of police patrol in their neighborhood meets or exceeds their expectations. Finally, 86% of respondents rated the quality of service provided by the Tempe Police Department as high or very high.

### **CITIZEN RATING OF THE QUALITY OF SERVICE PROVIDED BY THE POLICE AS HIGH OR VERY HIGH: 1999 - 2004**

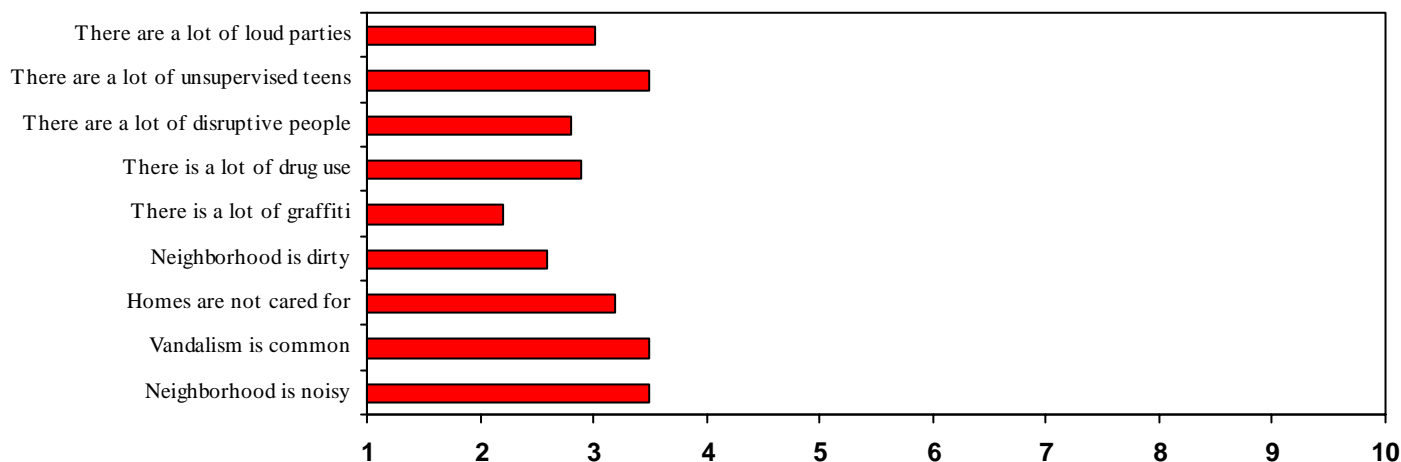


### **QUALITY OF LIFE**

The majority of respondents rated the safety of their neighborhoods as safe or very safe (76%), felt that the likelihood of their home/property being damaged/burglarized was low or very low (66%), and felt that the likelihood of becoming a victim of a crime while walking in their neighborhood was low or very low (79%). Additionally, the overwhelming majority of respondents said that they knew their neighbors well or somewhat well (86%) and said that the likelihood of getting help from a neighbor if they had a problem was somewhat likely or very likely (90%). Citizens were also asked several questions regarding the characteristics of their neighborhood that were rated on a rating scale ranging from 1 to 10 where 1 = "not at all like your neighborhood" and 10 = "very like your neighborhood" (see the chart below for the average rating). As can be seen from the chart, the average ratings of the negative neighborhood characteristics were quite low.

In this year's survey, the largest portion of respondents that specified a crime issue with their neighborhood indicated that theft or burglary was their number one concern. Other neighborhood crime concerns listed by a large portion of respondents included issues related to traffic (e.g., people speeding through the neighborhood) and property that was damaged and/or vandalized in the neighborhood. The remainder of neighborhood concerns included such issues as the upkeep of the neighborhood, loud noise and parties, drugs or alcohol, and violent crime. When asked who they felt was most responsible for solving their neighborhood concerns, the police, the community, or themselves, the largest portion of respondents indicated that the matter would be best solved by the community.

### **CITIZENS' AVERAGE RATING OF THEIR NEIGHBORHOOD CHARACTERISTICS**



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## **VICTIMIZATION AND FEAR OF CRIME**

Whereas 61% of respondents reported ever being a victim of a crime, only 48% of respondents reported ever being a victim of a crime in Tempe. Comparisons between the data from the current survey and data from the 2003 survey revealed that there has been a 4% relative increase in the number of citizens who have reported ever being a victim of a crime in Tempe.

In this year's survey, the overwhelming majority of respondents that indicated that they had been victimized in Tempe (70%) reported that they had been the victim of theft or a burglary. Theft from a motor vehicle was the most prevalent crime that respondents' reported.

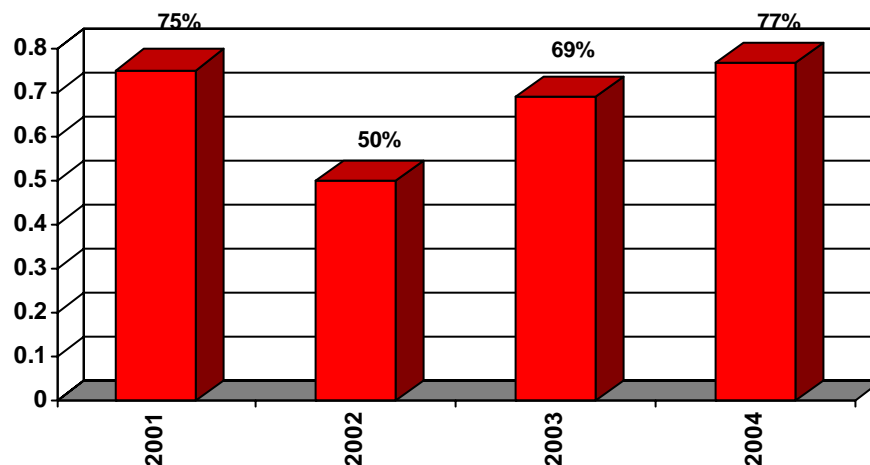
With respect to persons crimes versus property crimes, 79% of respondents who had been the victim of a crime in Tempe indicated that they had been the victim of a property crime. In comparison, 10% of respondents who had been the victim of a crime in Tempe indicated that they had been the victim of a persons crime. The remaining respondents either did not want to state the nature of the crime or it could not be established whether the crime they stated was a persons or property crime. The most commonly reported property crime was theft from a motor vehicle and the most commonly reported persons crime was robbery.

Sixteen percent of respondents that had been a victim of a crime in Tempe had not reported the crime to the police. The majority of these citizens indicated that they felt the incident was too insignificant to be reported.

Only 22% of respondents indicated that the amount of crime in Tempe was serious or very serious. Moreover, 77% of respondents stated that they had a low or very low fear of being the victim of a crime in Tempe. See the chart below for the changes in the survey respondents' ratings of fear of being the victim of a crime in Tempe across the years.

Only 15% of citizens indicated that they had not gone somewhere in Tempe because they thought it would be unsafe. In general, safety in Tempe at night was frequently listed as a concern and the primary places of concern included downtown Tempe and the Arizona Mills Mall. Citizens were also asked if there were any areas in Tempe they thought were unsafe. Thirty-two percent of citizens thought there were unsafe areas in the city and 77% of the area specified were north of Broadway Rd. The top unsafe areas as indicated by respondents included downtown Tempe as well as the areas near and around Apache Blvd.

**CITIZEN RATING OF THE FEAR OF BEING A VICTIM OF A CRIME IN TEMPE AS LOW OR VERY LOW: 2001 - 2004**



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## **TRAFFIC SAFETY**

Fifty-seven percent of survey respondents indicated that they thought that photo radar enforcement was an effective method of reducing traffic accidents and 52% indicated that they would like to see more use of photo radar enforcement in Tempe. Red light photo enforcement was more popular as 72% of respondents felt that red light photo enforcement was an effective method of reducing traffic accidents and 69% indicated that they would like to see more use of red light photo enforcement in Tempe. Only 24% of survey respondents reported that they have ever received a traffic ticket in Tempe and nearly 40% of these tickets were the result of photo radar or red light photo enforcement. Interestingly, the majority of those respondents who had received a traffic ticket that was the result of photo radar or red light photo enforcement indicated that they thought that photo radar and red light photo enforcement was effective and stated that they would like to see more use of these traffic safety devices.

## **LOUD PARTIES**

Because loud parties were listed as a concern by many citizens in the last few Tempe Police Department citizen surveys and because of the Tempe's new loud party ordinance, questions related to loud parties were added in this year's citizen survey. Respondents were asked if they were aware of the loud party ordinance and if so, if they thought it was effective and if they would like to see more enforcement of the loud party ordinance. Fifty-nine percent of respondents indicated that they were aware of the loud party ordinance and 59% of these citizens indicated that they thought the enforcement of the loud party ordinance was effective in reducing loud parties. Moreover, 54% of the citizens who were aware of the loud party ordinance stated that they would like to see even more enforcement of the loud party ordinance in Tempe.

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## **COMMUNITY INVOLVEMENT**

Twenty-four percent of survey respondents indicated that they were members of a neighborhood organization (e.g., neighborhood block watch). However, 37% of survey respondents who were not currently a member of any neighborhood organization expressed an interest in joining one in the future. When asked how well they knew the Tempe police officers that worked in their neighborhoods, 85% of respondents reported that they did not know these officers at all.

Of the 971 citizens surveyed, only a third of them were familiar with the concept of the civilian review. Moreover, only 16% were aware that the Tempe police department has a civilian review mechanism and 6% knew of the process to have a complaint against an officer reviewed. Interestingly, 81% of survey respondents indicated that they support civilian involvement in the review of complaints against Tempe police officers.

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## **GENERAL CONCERNS**

When citizens were asked what was the most important crime concern in Tempe the largest portion of respondents (46%) stated that theft and burglary were the most important crime concerns. Compared with the findings from the 2003 citizen survey, there has been an 8% relative increase in the proportion of citizen survey respondents whose paramount crime concern in Tempe is theft and burglary. Other crime concerns listed by a large portion of respondents included issues related to traffic (17%), violent crime (15%), and drug use/sale/manufacturing (10%). Twenty-three percent of survey respondents could not think of a single crime concern in Tempe.

Survey respondents were also given the opportunity to list any additional comments they had that were not addressed in the survey. The largest portion of respondents who had additional comments made suggestions regarding how to improve the Tempe Police Department. Common suggestions included having more Spanish speakers, promoting more interactions between neighborhood communities and the police department, and having greater police visibility. The second largest portion of respondents with additional comments took the time to compliment the Tempe Police Department on doing "a great job."



**This report and additional statistics are available on the internet at <http://www.tempe.gov/cau>**

**For questions or comments about this report contact Mary Anders ([mary\\_anders@tempe.gov](mailto:mary_anders@tempe.gov))**



# 2004 Tempe Police Department Citizen Survey

## North Tempe Summary



### INTRODUCTION

The Tempe Police Department Citizen Survey is a telephone survey of randomly selected Tempe residents. With help from Arizona State University student volunteers, the survey has been conducted annually since 1994. The Citizen Survey has been designed to assess the experiences and attitudes of the citizens of Tempe as they relate to police concerns including such issues as satisfaction with the Tempe Police Department, victimization and fear of crime, and traffic safety, quality of life, community involvement and general crime concerns.

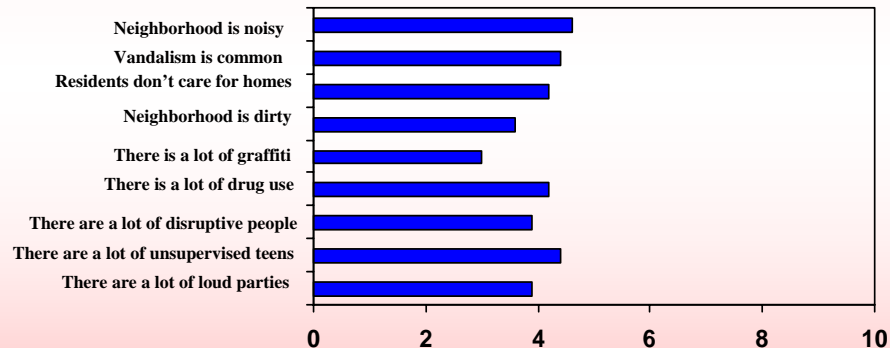
The data collection for the 2004 Tempe Police Department Citizen Survey occurred during a two-week period in the fall. Six thousand two hundred and forty phone calls were made to City of Tempe residents and 3,104 citizens were contacted that were eligible to participate in the survey (i.e., they had lived in Tempe for 6 months or more and they were 18 or older). Of those contacted, 971 citizens agreed to complete the survey (a response rate of 31%). The police department uses Broadway Road to divide Tempe into north and south segments. In accordance with this, the data reported here reflect the survey responses of the 287 citizens who live in north Tempe (i.e., citizens who live north of Broadway Road).

### CHARACTERISTICS OF NORTH TEMPE RESPONDENTS

- 53% Female
- 25% Live Alone
- 39% Work in Tempe
- 67% Rent Their Home
- Median Age = 32 years
- 30% Are College Students
- Average Time Living in Tempe = 9.8 years
- 40% Have children under 18 living with them
- 29% have a Bachelors Degree or Higher Degree
- 59% Caucasian, 25% Hispanic or Latino Origin, 6% Asian, 4% Black, and 3% Other\*

\*The remainder refused to answer ethnicity question

Figure 1. Average Ratings of Neighborhood Characteristics



### SUMMARY OF RESPONSES

**Quality of Life:** The majority of respondents (81%) indicated that they knew their neighbors well or very well and 84% stated that their neighbors would be somewhat likely or very likely to help them if a problem arose. Citizens were also asked several questions regarding the characteristics of their neighborhood that were rating on a rating scale ranging from 1 (not at all like my neighborhood) to 10 (a lot like my neighborhood) (see Figure 1).

**Satisfaction with TPD:** Seventy percent of citizens reported having had contact with a TPD officer and the reason that most citizens gave for the contact was that the citizen had been the victim of a crime. An average of 61% of citizens rated the officer(s) that they had contact with an "A" for professionalism, responsiveness, helpfulness, and respect (see Figure 2 for quality of service ratings by beat). Moreover, 78% of respondents said that the amount of police patrol in their neighborhood meets or exceeds their expectations (see Figure 3 for reactions to patrol cars).

**Victimization and Fear of Crime:** Forty-four percent of citizens reported ever being a victim of a crime in Tempe. The majority of citizens reported a low or very low likelihood of becoming the victim of a crime while walking alone in their neighborhood at night (see Figure 4 for neighborhood concerns). Similarly, 59% of citizens indicated that there was a low or very low likelihood of their home/property becoming damaged or burglarized. Additionally, the majority of citizens reported a low or very low fear of being a victim of a crime in Tempe (see Figure 5 for fear of being a victim by beat).

Figure 2. Ratings of Quality of Service Provided by the Police Department as High or Very High: North Tempe

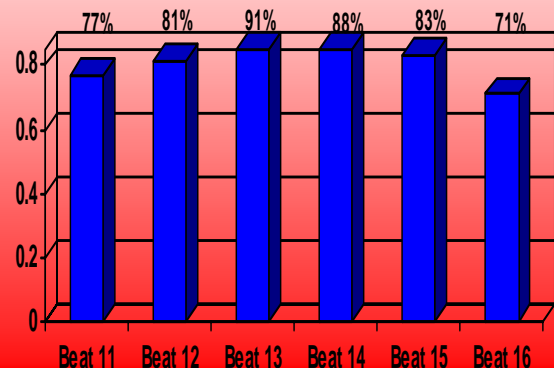


Figure 3. Reactions to Seeing a Patrol Car in the Neighborhood

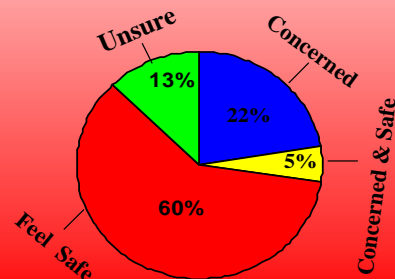


Figure 4. The Most Important Issue Concerning the Neighborhood

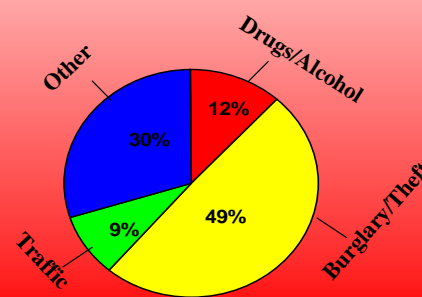
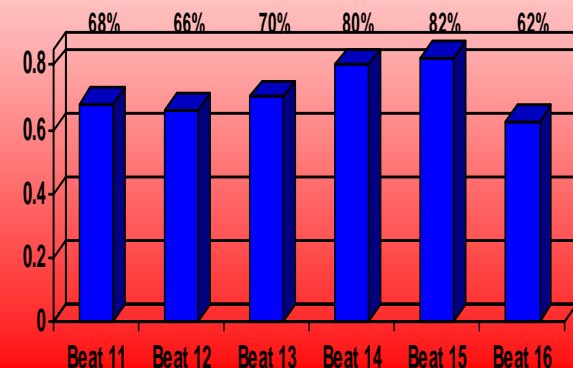


Figure 5: Ratings of Fear of Being a Victim of a Crime in Tempe as Low or Very Low: North Tempe







# 2004 Tempe Police Department Citizen Survey

## South Tempe Summary

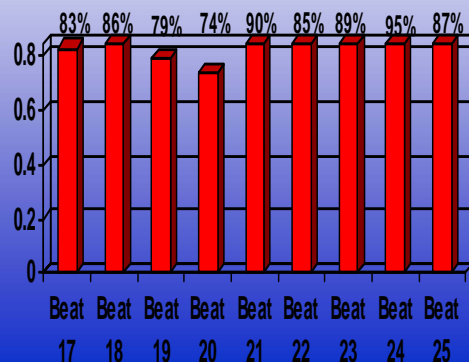


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**Figure 2. Ratings of Quality of Service Provided by the Police Department as High or Very High: South Tempe**

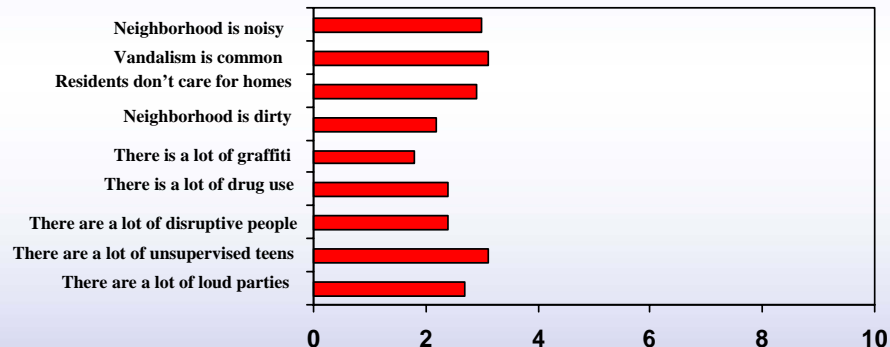


### CHARACTERISTICS OF SOUTH TEMPE RESPONDENTS

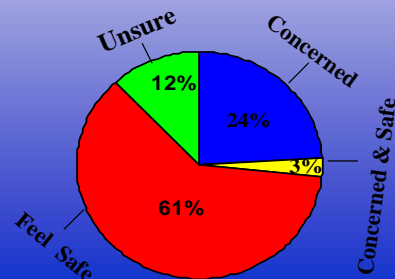
- 56% Female
- 17% Live Alone
- 38% Work in Tempe
- 68% Own Their Home
- Median Age = 45 years
- 16% Are College Students
- Average Time Living in Tempe = 13.0 years
- 45% Have children under 18 living with them
- 48% have a Bachelors Degree or Higher Degree
- 78% Caucasian, 10% Hispanic or Latino Origin, 3% Asian, 3% Black, and 4% Other\*

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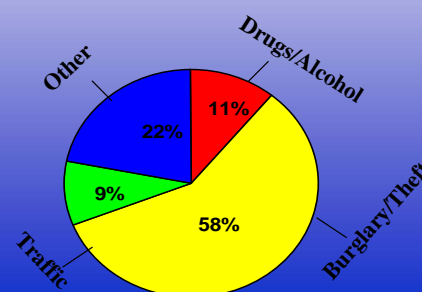
**Figure 1. Average Ratings of Neighborhood Characteristics**



**Figure 3. Reactions to Seeing a Patrol Car in the Neighborhood**



**Figure 4. The Most Important Issue Concerning the Neighborhood**



### SUMMARY OF RESPONSES

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**Victimization and Fear of Crime:** Forty-nine percent of citizens reported ever being a victim of a crime in Tempe. The majority of citizens reported a low or very low likelihood of becoming the victim of a crime while walking alone in their neighborhood at night (see Figure 4 for neighborhood concerns). Similarly, 68% of citizens indicated that there was a low or very low likelihood of their home/property becoming damaged or burglarized. Additionally, the majority of citizens reported a low or very low fear of being a victim of a crime in Tempe (see Figure 5 for fear of being a victim by beat).

**Figure 5: Ratings of Fear of Being a Victim of a Crime in Tempe as Low or Very Low: South Tempe**

